



15 Years of Caring

2013 ANNUAL REPORT



Dear Friends,

This year's annual report commemorates QueensCare's 15 years as an organization, beginning in 1998 with the vision of Arthur Barron and J.J. Brandlin for a healthcare charity to care for the uninsured and underserved people of Los Angeles County.

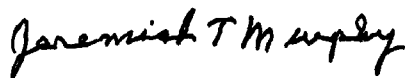
Much as the dove overlooks the city skyline on the cover of this report, for the last 15 years, QueensCare has watched over and cared for the underserved residents of Los Angeles County. In this report, we look back to celebrate our first 15 years of achievements. Developing mobile dental services for school children; providing healthcare services; awarding scholarships and loan assistance to low-income students entering a healthcare profession; participating in research promoting mental wellness in the community; and much more.

As we look to the future, we see that we are only at the beginning of our journey. There are still many challenges we face in providing accessible healthcare to those in need. We will use our resources and past successes to help us face these needs and meet them with effective solutions. We will continue to take advantage of technological advances, adapt to legislative changes and share compassion and healing through the hands of our staff.

This year's annual report also marks a transition in the presentation of this and future annual reports. In an effort to be more "green", we have reduced the size of the report and, in the future, we hope to transition to an electronic format, eliminating paper altogether. Many of our past annual reports have been posted on the queenscare.org website and we invite you to visit the site and peruse them at your leisure.

We are excited to celebrate our 15 years with you through this report and we thank you for your continued support of QueensCare.

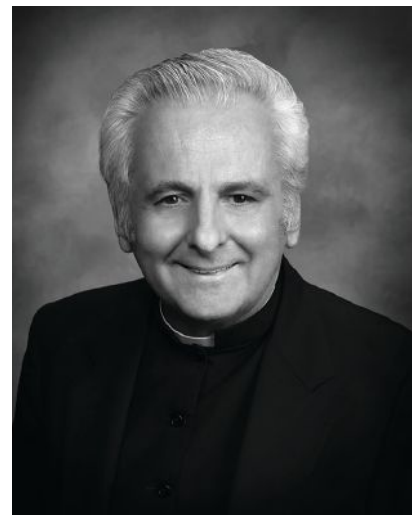
Sincerely,



Msgr. Jeremiah Murphy,
Chair, Board of Directors



Barbara Brandlin Hines,
President & Chief Executive Officer



Msgr. Jeremiah Murphy,
CHAIR, BOARD OF DIRECTORS

An ordained Catholic priest, Msgr. Murphy has served as Superintendent of the Archdiocese of LA high schools and colleges, Vice Chancellor of the Archdiocese of LA, Pastor of St. Brendan Church, and in his current role as Pastor of St. Victor's parish. Msgr. Murphy also serves on the QueensCare Charitable board and several QueensCare committees.



Barbara B. Hines
PRESIDENT & CEO

Ms. Hines joined QueensCare in 1997 as Senior Vice President to form the Charitable Division. Named President & CEO in 2009, she has a background in banking and holds an MBA from USC in Accounting and Finance.

Our Mission

As a faith-based organization, QueensCare strives to provide, directly and with others, accessible healthcare for uninsured and low-income individuals and families residing in Los Angeles County.

15 Years of Caring

June 12, 1998

Through the vision provided by Arthur Barron and J.J. Brandlin, Queen of Angels-Hollywood Presbyterian Medical Center, originally founded and sponsored by the Franciscan Sisters of the Sacred Heart, sold the hospital operations and created a new healthcare charity to care for the uninsured working poor of Los Angeles County. They named it QueensCare. QueensCare retained many healthcare services formerly associated with the hospital, including QueensCare Health & Faith Partnership (formerly the Greater Hollywood Health Partnership) and the Franciscan Clinics.

1999

QueensCare's Mobile Vision program began providing vision screenings and glasses at no cost to children of LAUSD middle schools. Since then, about 31,000 pairs of glasses have been given out to children at an average of 25 schools a year.

2001

QueensCare began a collaborative program with LAUSD and the Ostrow School of Dentistry of USC to provide mobile dental services to elementary schools in central LA. The program started with one fully equipped mobile dental van, funded by the Everychild Foundation, and treated approximately 300 children. The program now has four mobile dental vans through generous gifts from St. Joseph's Health Support Alliance and the W.M. Keck Foundation. As part of the USC dental student's clinical rotation, the program has provided dental care to over 26,000 children since 2001.

2002

Much like a dove pushes its chicks from the nest to fly on their own, QueensCare severed its legal ties to the Franciscan Clinics, now named QueensCare Health Centers (QHC), to allow QHC to be its own separate and independent charitable entity. Shortly thereafter, QueensCare Health Centers applied for and was granted status as a Federally Qualified Health Center (FQHC). The organizations continue to share similar missions and have a close partnership to this day.

2003

QueensCare commissioned an original painting by Corinne Cortinas-Maffin through Smith Asbury, Inc. to capture what we do, who we are and the diverse neighborhoods we serve. The artwork continues to be used in community outreach to this day.

2005

The Gene & Marilyn Nuziard Scholarship and Loan Repayment Fund was established to assist outstanding, low-income students studying to enter a healthcare profession. Additionally, the program helps professionals who work in medically underserved areas pay off their student loans. A total of \$1,713,203 in scholarships and loan repayment awards have been given to 226 recipients since inception of the program.

2006

The Queen of Angels Chapel inside the Hollywood Presbyterian Medical Center was refurbished thanks to a generous donation from Eleanor Von Der Ahe. Her gift allowed the purchase of two statues, new vestments and the Stations of the Cross. A dedication plaque in the chapel reads: "Chapel renovation gift of Eleanor Von Der Ahe for Cara Curtain-Pistoll."

2008

QueensCare was awarded an official Commendation by the Los Angeles County Board of Supervisors in recognition of its commitment over the previous 10 years to providing quality, accessible healthcare for uninsured and low-income working individuals and families.

2008

QueensCare celebrated its 10th anniversary with an event that included employees, the Board of Directors and members of the community.

2009

Terry Bonecutter retired from his position as President & CEO of QueensCare after 10 years, passing the reins to Barbara Brandlin Hines, its then Executive Vice President, and marking the beginning of a new era for the organization.

2010

Critical national healthcare legislation, the Affordable Care Act (ACA), was passed with new requirements to make health insurance available to low-income Americans. The ACA supports QueensCare's mission of providing accessible healthcare for all Angelenos and affects how QueensCare operates, as many of our beneficiaries will now have access to healthcare.

2013

QueensCare Health & Faith Partnership (QHFP) participated in a five-year study of how best to promote mental wellness through improving community and healthcare services. Co-authored by QHFP's then Director, Elizabeth Dixon, PhD., the findings of the study were published in the Journal of General Internal Medicine in an article titled "Community-Partnered Cluster-Randomized Comparative Effectiveness Trial of Community Engagement and Planning or Resources for Services to Address Depression Disparities."



15 Years of Care

Mobile Dental, Mobile Vision and Inpatient Programs

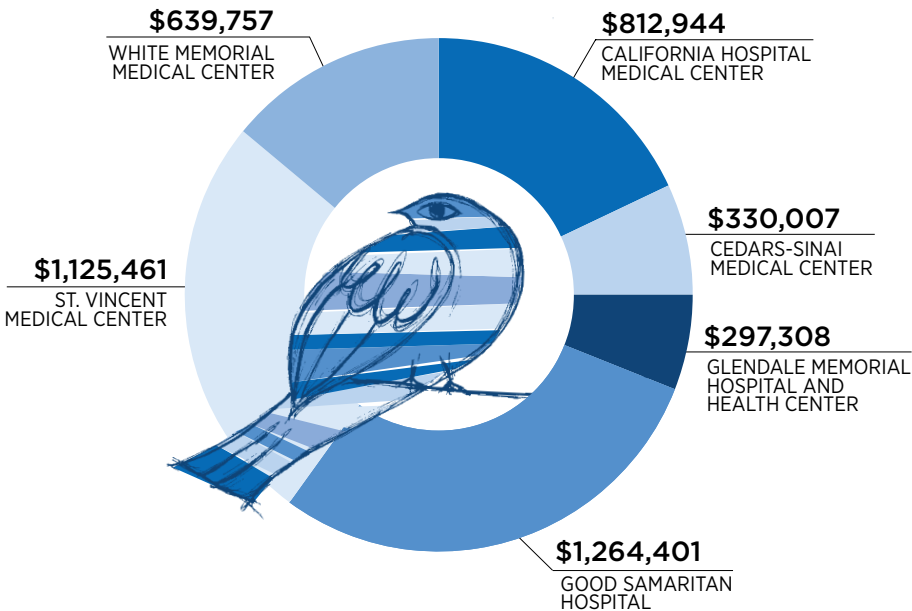
QueensCare brings healthcare to the place where kids spend the most time outside of home – at school. Children in poor health have more missed school days and a reduced ability to learn, with life-long effects. State-of-the-art mobile dental trailers are parked in the school parking lot for two to three months at a time, while QueensCare staff, USC faculty and dental students from the pediatric dentistry program provide critical services to children in LAUSD elementary schools. During the summer, the Mobile Dental Program opens up to the community and provides services to children up to the age of 18.

QueensCare Mobile Vision Program also travels to middle schools to help children with vision problems. Initially, children are screened for vision acuity. Those who show deficiencies in their vision are examined by our optometrists and given glasses at no cost to the student. Last year, the Mobile Vision Program hosted the first annual summer program where they provided 50 vision exams and gave out 45 pairs of glasses.

Finally, 353 residents of Los Angeles received inpatient care, valued at \$4,469,878 through QueensCare’s Inpatient Program contracts with six local nonprofit hospitals.

Inpatient Services

TOTAL: \$4,469,878



15 Years of Sharing

Charitable Division

Through donations and grants, QueensCare supports many other organizations in Los Angeles that provide various healthcare services to the working poor, the homeless and the indigent. In this way, QueensCare extends its assistance to AIDS / HIV patients; to those needing hospital emergency care; to students seeking scholarships to pursue a healthcare certificate or degree; and to patients needing transportation to medical appointments. Also, a critical part of QueensCare’s work is education on prevention, wellness and chronic disease management.

In the last year,
13,930
students from 26 schools were
screened for vision problems,
2,983
students were given eye exams,
and 2,357 pairs of glasses
were given out.

In 2013, 4 mobile dental
vans visited 22 schools in
LAUSD, performing
23,262
procedures and treating
1,327
children.

“We’ve incorporated the iPad and an eye exam app into our program. The kids think it’s cool and as a result, we’ve streamlined our equipment to reduce costs and prevent injuries.”
—ESTHER CHEN, OD,
MOBILE VISION PROGRAM DIRECTOR

\$1,713,203
has been given since the Gene & Marilyn Nuziard Scholarship and Loan Repayment Fund was established in 2005, for 226 scholarships and loan repayment awards.

15 Years on the Streets

QueensCare Health & Faith Partnership

QueensCare Health and Faith Partnership (QHFP) is an outreach program strongly committed to taking healthcare into the neighborhoods of Los Angeles County. Parish nurses and community health workers provide health promotion and disease-prevention services in churches, temples, mosques, schools and other social service organizations – a model of parish nursing that has become nationally recognized. QHFP often collaborates with other organizations and recently successfully concluded a research project on creating access to depression care.

“When there are insurmountable barriers or clients who have no resources, the staff will keep searching for services/resources, never giving up until the best solution is found. I see them do this every week and it is amazing how much hope this gives to a person who is helpless or vulnerable.”

—SHARON SOPER, DMISS, PARISH NURSE MANAGER, QHFP

15 Years of Compassion

Pastoral Care Division

Each day, QueensCare’s five chaplains visit patients at Hollywood Presbyterian Medical Center, bringing a sanctuary of spiritual compassion into the patient’s otherwise anxious and painful hospital experience. QueensCare chaplains come from various faith traditions and ethnic backgrounds – just as the patients they serve. At day’s end, you can hear Reverend One-Choul Rhau playing soothing spiritual songs on his harp for everyone on the floor as part of the Music Therapy Program he began in 2011. QueensCare chaplains also provide daily sacraments and liturgical services and work with hospital staff to provide support to the patients.

733,734

the number of people served by QHFP since 2001, with one-on-one nurse consultations, preventive screenings and many educational outreach activities.

“Chaplaincy is about being present. Presence is the key. Letting people know that a Chaplain is there doing God’s work, being a witness in the Medical Center and being there for patients and staff.”

—BR. LARRY J. MOEN, CMF,
CHAPLAINCY DIRECTOR

630,000

estimated number of patients touched by chaplaincy over the last 15 years.



Financial Statements
For the Year Ending June 30, 2013

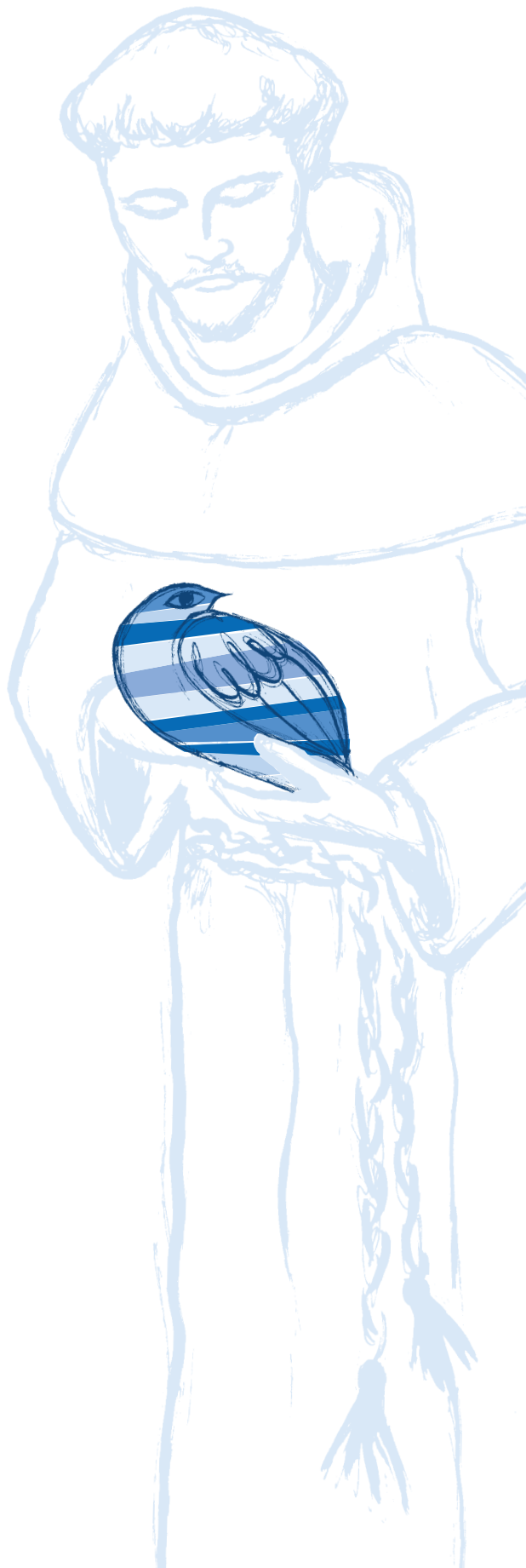
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION*

	2013
ASSETS	
Cash and cash equivalents	\$ 8,271,000
Cash whose use is restricted	686,000
Certificate of deposit - self-insurance worker's compensation	220,000
Marketable securities	285,471,000
Accrued interest and dividends	94,000
Receivables from affiliates	355,000
Property and equipment, net	108,034,000
Other assets	419,000
Total assets	\$ 403,550,000
LIABILITIES AND NET ASSETS	
Accounts payable and accrued expenses	\$ 2,160,000
Accrued compensation and related liabilities	309,000
Grants payable	2,267,000
Other accrued liabilities	385,000
Note payable	4,043,000
Total liabilities	9,164,000
NET ASSETS	
Unrestricted	393,143,000
Temporarily restricted	1,243,000
Total net assets	394,386,000
Total liabilities and net assets	\$ 403,550,000

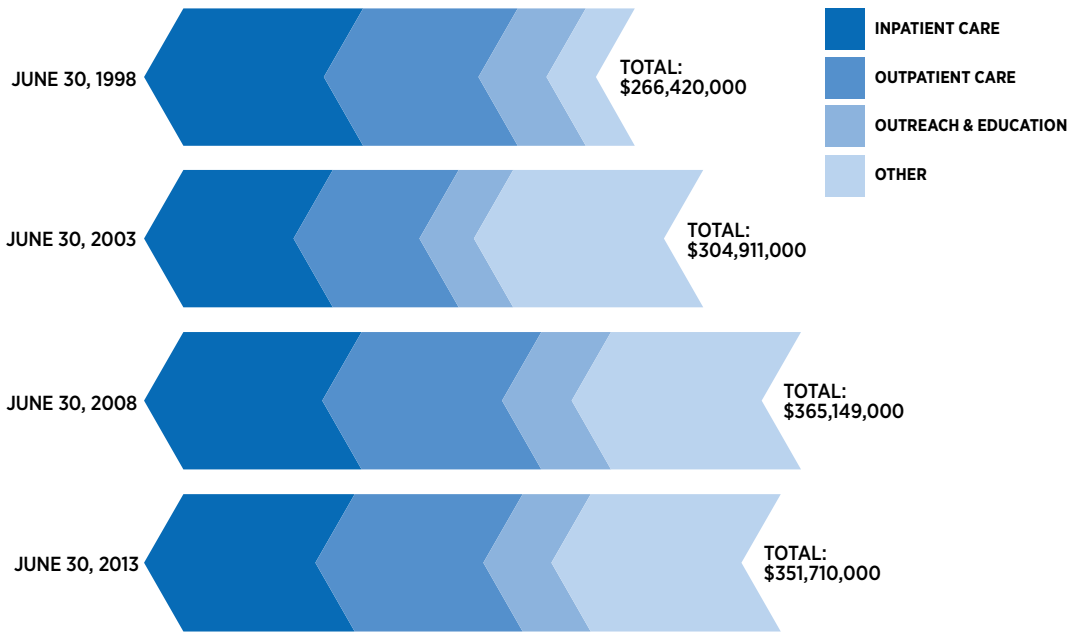
CONSOLIDATED STATEMENT OF ACTIVITIES*

	2013
OPERATING REVENUES	
Net investment gains	\$ 11,347,000
Investment income	12,043,000
Net unrealized gains/ (losses)	12,747,000
Contributions	350,000
Total operating income	36,487,000
EXPENSES AND GRANTS	
Grants	3,450,000
Program services	13,443,000
Administrative and general expenses	2,402,000
Total operating expenses and grants	19,295,000
Net operating income	17,192,000
OTHER REVENUE (EXPENSES)	
Net other investment income	25,000
Other income	346,000
Net income/(loss) on MOB	523,000
Net income/(loss) on Fountain building	(40,000)
Total other revenue (expenses)	854,000
Change in net assets	18,046,000
Net assets, beginning of year	376,340,000
Net assets, end of year	\$ 394,386,000

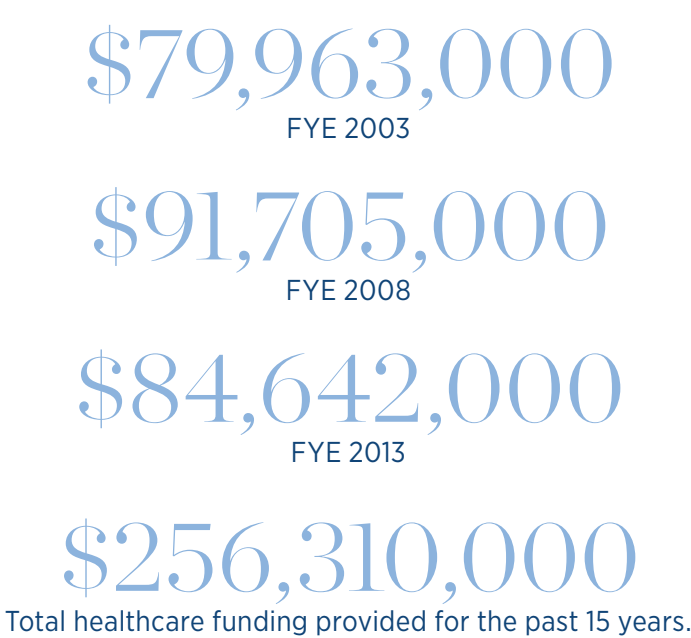
*Information excerpted from the 2013 FY audited financial statements.



BALANCE OF THE INVESTMENT FUND



FUNDING FOR PROGRAM SERVICES & GRANTS FOR FIVE YEAR PERIODS ENDING



Charitable Grants

In addition to its own direct healthcare programs, QueensCare awards grants to nonprofit “safety net” organizations in the community that provide services in keeping with our mission.

“Master, grant that I may never seek so much to be consoled as to console; to be understood as to understand; to be loved as to love with all my soul.”

—St. Francis

AIDS SERVICES FUND

Grants for home health, skilled nursing and hospice care for LA County residents living with HIV/AIDS.

AIDS Project Los Angeles	\$100,000
Project Angel Food	\$10,000
St. Mary Medical Center Foundation	\$10,000
Total Aids Services	\$120,000

BILINGUAL ACCESS AND TRANSLATION FUND

Grants to reduce barriers to care for non-English speaking individuals.

Amanecer Community Counseling Services	\$50,000
City of Hope	\$100,000
Total Bilingual Access and Translation	\$150,000

EDUCATION AND OUTREACH FUND

Grants to provide health related education or outreach to underserved populations.

American Indian Healing Center	\$10,000
Bienvenidos Children’s Center, Inc.	\$30,000
Glendale Healthy Kids	\$50,000
Jubilee Consortium	\$50,000
Lamp Community	\$50,000
My Friend’s Place	\$50,000
Pacific Clinics	\$100,000
Total Education and Outreach	\$340,000

EMERGENCY MEDICAL SERVICES FUND

Grants to fund emergency room care of uninsured patients residing in LA County.

California Hospital Medical Center	\$255,269
Cedars-Sinai Medical Center	\$20,732
Children’s Hospital Los Angeles	\$38,218
County of Los Angeles Department of Health Services	\$709,382
Glendale Adventist Medical Center	\$3,966
Glendale Memorial Hospital and Health Center	\$15,143
Good Samaritan Hospital	\$393,901
Hollywood Presbyterian Medical Center	\$398,948
Monterey Park Hospital	\$1,442
Olympia Medical Center	\$99,872
UCLA Healthcare	\$53,361
Verdugo Hills Hospital	\$4,146
White Memorial Medical Center	\$12,619
Total Emergency Medical Services	\$2,006,999

GRANTS FUND

Gene and Marilyn Nuziard Scholarship and Loan Repayment Program for Healthcare Professionals	
Students attending Azusa Pacific University	\$9,000
Students attending Biola University	\$18,000
Students attending Charles Drew/UCLA Medical Education Program	\$9,000
Students attending CSU Los Angeles	\$18,000
Students attending CSU San Marcos	\$9,000
Students attending El Camino College - Compton Center	\$2,000
Students attending Illinois Wesleyan University	\$36,000
Students attending Loma Linda University	\$9,000
Students attending Mount St. Mary's College	\$4,500
Students attending San Diego State University	\$9,000
Students attending UC Los Angeles	\$9,000
Students attending UC San Francisco School of Medicine	\$36,000
Students attending UC San Francisco Graduate Pharmacy Program	\$9,000
Students attending UCLA David Geffen School of Medicine	\$9,000
Students attending USC Keck School of Medicine	\$63,000
Students attending Western University of Health Sciences	\$45,000
Loan Repayment Program	\$14,000
Total Scholarship and Loan Repayment Program	\$308,500
St. John of God Retirement & Care Center	\$15,000
Total Grants Fund	\$323,500

OUTPATIENT SERVICES FUND

Grants to fund outpatient care.

City Help, Inc.	\$20,000
Orthopedic Institute for Children	\$40,000
Marshall B. Ketchum University	\$100,000
Village Health Foundation	\$40,000
VIP Community Mental Health Center	\$100,000
Wilmington Community Clinic	\$16,000
Total Outpatient Services	\$316,000

TRANSPORTATION FUND

Grants to fund transportation to/from hospitals and doctor's appointments.

Gateways Hospital and Mental Health Center	\$72,000
St. Vincent Medical Center	\$135,000
Total Transportation	\$207,000

GRAND TOTAL	\$3,463,499
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Grants and Donations Received

Thank you for your continued support and generosity.

St. Joseph Health Support Alliance	\$350,000
Children's Hospital Los Angeles	\$187,956
CHA Hollywood Presbyterian Medical Center	\$80,000
Anonymous	\$18,840
Rand Corporation	\$15,682
Hollywood Schoolhouse	\$7,500
First Presbyterian Church of Hollywood	\$3,300
Integrated Office Technology, LLC	\$1,500
University of California, Los Angeles	\$1,000

INDIVIDUAL DONATIONS UP TO \$500

Joan Fritz Family Trust
Betsy L. Link, Ph.D.
Hans Peter and Chanel Bessette Getty
Margarita K. Kanne

IN-KIND

California Department of Health Services - vaccines	\$21,828
Thomas E. Brandlin - office supplies	\$98



QUEENSCARE BOARD

TOP (L-R): Steven Aronoff; Marina Alvarez Aronoff; Allan Michelena; Gene A. Nuziard; David Walsh; Barbara B. Hines; Jay Guerena; Richard E. Yoo, MD
BOTTOM (L-R): Joan Sanders Baker; Lois Saffian; Hon. Newton R. Russell†, Vice Chair; Msgr. Jeremiah Murphy, Chair; Sr. Judy Murphy, CSJ, Secretary; Denise Partamian Forgette
NOT PICTURED: Bettie J. Woods



QUEENSCARE CHARITABLE BOARD

TOP (L-R): Doug Caruso; Mary Woodward; Alan Cushman; Ivan A. Houston; Lois Saffian; Rev. Michael Mata
CENTER (L-R): Kay Buck; Annie Balian; Barbara Linski; Victor Griego; Larry Scott; Denise Partamian Forgette; Dr. J. Kim Miller; Dorothy Graff
BOTTOM (L-R): Sr. Judy Murphy, CSJ, Secretary; Archbishop Vatche Hovsepian; Timothy Lefevre, MD, Vice Chair; Bettie J. Woods, Chair; John B. Orr, PhD; Betsy Link, PhD; Msgr. Jeremiah Murphy
NOT PICTURED: Marina Alvarez Aronoff, Edward Avila, Joan Sanders Baker, Sr. Mary Karen Collier, Fran Inman, Hon. Newton R. Russell†

† QueensCare is saddened by the loss of Senator Newton R. Russell who passed away in May 2013. Senator Russell was an ardent and dedicated member of the QueensCare family serving as a past Chair of the Charitable Board and as Vice Chair of the QueensCare Board when he passed. He worked diligently to assist QueensCare in providing compassionate care to the people we serve in Los Angeles.



Leadership

TOP (L-R): Alex Armstrong, Chief Operating Officer; Barbara B. Hines, President & Chief Executive Officer; Gary Grubbs, Chief Financial Officer
BOTTOM (L-R): Liz Hoang, Vice President of Human Resources; Dr. Tom Gladfelter, Chief Medical Officer



After 15 Years - Expanding Capacity

We are very excited that QueensCare is partnering with QueensCare Health Centers (QHC) to build a new, state-of-the-art East Los Angeles Health Center, scheduled to open in January of 2015. This site will consolidate QHCs two existing East LA health centers, with double their combined capacities, as well as contain a large conference room to host health events and community meetings.

15 Years of Your Generosity

We are grateful for the many individuals, corporations and foundations that have given generously over the past 15 years and, in this way, have assisted in providing critical healthcare services for the underserved of Los Angeles County.

Your donation this year will go to support QueensCare operations - the mobile dental and vision programs for school children, QueensCare Health and Faith Partnership and our chaplaincy program. If you wish to donate for a specific program, kindly indicate so at the time of your contribution.

We thank you for your consideration.

Donations to QueensCare are tax-deductible. To contribute, you may visit www.QueensCare.org/donate or use the enclosed donation envelope.



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